

What to Expect with the Licensure Process

April 2015

The Iowa Board of Medicine strives to provide timely service in the licensure process. Typically, it takes approximately 45-60 days to process a new license application. Because we are entering our busy time of year, the Board is anticipating that these processes may take longer. Furthermore, the licensure staff may not be able to return phone calls or e-mails within 24 hours, as is the current practice. Staff reviews applications in the order they are received. Once the application has been reviewed, applicants will be notified via e-mail with instructions on how to submit outstanding materials or view amendments needed to complete the application.

Applicants who have had difficulties or issues in their education, training or career will take longer to review, and *may* require a review by the Board's Licensure Committee. Applicants who have not practiced medicine in the U.S. or Canada within the past three years from the date the application is submitted will require a review by the Licensure Committee. The Board's meeting schedule for the remainder of 2015 is May 14-15, July 9-10, August 27-28, October 15-16, December 10-11.

How Can You Help?

- Use the Board's website, www.medicalboard.iowa.gov, as the first source of information about the process. Check the site for answers to questions before calling or e-mailing the licensure staff.
- Provide a valid e-mail account to communicate directly with the applicant. Staff will include licensing assistants on communications when indicated, but a valid email address for the applicant is required. Not providing direct contact information will result in delays in the process.
- Thoroughly review applications to ensure they are completed accurately before submitting to the Board. Applications that are incomplete or with errors will take longer to process. If you are using a third party vendor to process your application, please be aware that you are *completely responsible* for ALL information that is submitted on your behalf.
- Print and review the Iowa UA Instruction Guide from within the Uniform Application prior to applying. Important instructions and a checklist of required items are available in this guide.
- Request verifications and other required documentation as you begin the Uniform Application. Documents received by licensure staff prior to receipt of the application are maintained for six months.
- The board accepts ink rolled or digital fingerprints done by an authorized fingerprinting agency (i.e. police station or sheriff's office) in real-time. We do not accept electronic prints completed and stored by third party vendors.

- Log on to your Online Services account <https://eservices.iowa.gov/PublicPortal/iowa/IBM/common/index.jsp> to check the status of your application, review outstanding material and submit any required amendments before contacting licensure staff for an update.
- Limit e-mail and phone-call inquiries to the licensure staff to once a week. Residency programs, hospital staff, and locums agencies that coordinate licensing for residents and physicians should designate one person to contact licensure staff to request updates. These inquiries should be directed to the staff person reviewing the file.

Licensure staff contacts:

- Sylvia Crook, Sylvia.Crook@iowa.gov or 515-281-5172
- Rachel Davis, Rachel.Davis@iowa.gov or 515-281-7157
- Judy Hojati, Judy.Hojati@iowa.gov or 515-242-3248
- Amanda Woltz, Amanda.Woltz@iowa.gov or 515-281-6917
- Natalie Sipes, Natalie.Sipes@iowa.gov or 515-281-6492

The Board plays a key role in protecting the public's health through licensure, investigation, and monitoring of physicians who practice in Iowa. Your help in making effective use of the licensure staff's time is appreciated.